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CONTENTS OF PART - III

S. No.	Title & Author	Page No.
1	To Study the Postharvest Diseases of Banana Shafa Khan Momin Raisoddin	1-5
2	Emerging Trends of Cyber Security on Latest Technologies and its Challenges Madhuri P. Gandhi	6-11
3	Impact Analysis of E - Governance in SIDCUL, Dehradun under PM Modi's Rule Major. Dr. V. N. Saxena ✓ Mr. Francis Puthiry Lazar Mr. Sumanjit Dass	12-23
4	A Study on Women Workplace Culture in Pune City Dr. Priyanka Dipak Bhamare	24-31
5	Advertising and Promotion Management Prof. Dr. Yasmin Ismail Shaikh	32-40
6	Adaptation of the Accounting Environment for Information Technology Abbas Adil Ibrahim Dr. Arun Gaikwad	41-46
7	An Objective Study of Cashless Transactions in India: Transformation towards Cashless Society Dr. R. S. Salunkhe Mr. Bharat Nagargoje	47-55
8	Green Finance - A Sustainable Opportunity Mrs. G. Naga Laxmi	56-63
9	Recognition and Methods of Valuation of Intangible Assets with Reference of Indian as 26 Mohammed Farooque Nazir Ahmed Shaikh	64-69
10	Performance Appraisal and Career Planning Impact on Job Satisfaction of the Employees Abdul Ghani Faiyyaz Sabihuddin	70-76
11	Structural, Optical and Photocatalytic Study of Ni, Sr Doped Zno on Degradation of Methyl Orange Ms. Sneha Salvi P. B. Lokhande H. A. Mujawar	77-86

CONTENTS OF PART - III

S. No.	Title & Author	Page No.
12	Integration of ICT in Teaching Learning Dr. Sujata Pawar	87-90
13	HRM Practices: A Key for Successful Employee Retension Mrs. V. V. Patil Prof. Dr. R. D. Darekar	91-94
14	E- Marketing: Opportunities and Challenges Mrs. Vaishali V. Jadhav	95-98
15	Big Data Analytics and Global Business Excellence: Challenges and Potentials Ms. Mansi Kakkad	99-105
16	A Brief Survey on Recognition of Indian Word Document Images Ms. Soni R. Sant	106-114
17	Innovation or Imitation?: Diffusion of Technology Innovation in Rural Population of Gujarat Dr. Ruchita Shah	115-120
18	Comparative Study on Forecasting of Soybean Prices by ARIMA and ExponentialsMOOTHING Models for Indore Market Ashima Talwar Dr. C. K. Goyal	121-127
19	Role of Securities and Exchange Board of India (SEBI) in Promoting Financial Literacy in India Miss. Dongapure S .B.	128-132
20	An Empirical Study of Indian Monetary Policy Dr. Anant Bapurao Mane	133-138
21	A Study on Impact of FinTech Revolution in Indian Banking and Finance Sector and its Regulation Mr. Edwin Jerard	139-146
22	Learning Transfer Outcomes in it and ITeS Industry: Facilitators, Inhibitors and Strategies Thrishanth Kumar	147-156

3. Impact Analysis of E - Governance in SIDCUL, Dehradun under PM Modi's Rule

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Abstract

Good e-governance like any other form of governance is meant for all sections of society and industry sectors, be it the Aerospace, Agriculture, Chemical, Computer, Real estate, Public utilities, Defense, Hospitality, Manufacturing etc. For the manufacturing sector the essence lies in ease of getting all permits and clearances from the government of doing business and filing timely returns and taxes. The need of the industrialists is to have a single window/application system which caters to all their requirements. Red-tapeism be reduced at all levels of governance and there is ease of doing business whether B2G, B2B, B2C, C2B and B2A. Transparency and cost reduction are an integral part of good e-governance. This paper has carried out the impact analysis of e-governance in SIDCUL, Dehradun in the years 2014 and 2017 during the leadership of Prime Minister, Shri Narendra Damodardas Modi. The United Nations Organization sample questionnaire was made use of, to study and analyze the different parameters of e-governance.

The findings show that there is a marked improvement in e-governance between 2014 and 2017. The e-governance compliance by industries at SIDCUL, Dehradun is now 100% and the major factor for this is the compulsory e-filing of GST and the insistence that all transactions be done online/cashless. Free fortnightly camps were organized by state and central government officials, and IT professionals for those industrialists having problems in e-filing of GST or any other online report or return.

Keywords: E-governance, GST, cashless transactions, SIDCUL, E-seva, Dehradun, India

Introduction

The improvement of government administration and the provision of enhanced services to citizens has long been acknowledged as a major decisive factor for development and today's

drive towards e-governance in several parts of the world can be measured part of this wider developmental goal. Even though the term e-governance is first and foremost used to refer to the usage of IT to advance administrative efficiency, this is argued to produce other effects that would give rise to increased transparency and accountability of government processes, reflect on the relationship between government and citizens and help build new spaces for citizens to participate in their overall development. (Gasco, 2003). Like many other emerging economies, India has taken significant steps in creating awareness and impact of e-governance through various digital applications and platforms in recent years.

The Indian phenomena of e-governance can be classified into three main phases. The first phase was started in the late 1960s and early. The second phase was marked its start from the late 1990s until early 2010 and the third phase started with the regime of NDA government in 2014 lead by Prime Minister Narendra Modi.

In the first phase, efforts were drawn to improve e-governance that were mainly concentrated on the use of IT for in-house government applications with a prime emphasis on central government requirements such as defense, research, economic monitoring and planning, and certain data intensive functions related to elections, the conducting of the national census, and tax administration (GOI, 1985). During this first phase, the prologue of IT in the public sector did not result in computerization of many important departmental activities.

In the second phase, the implementation was both marked in central and state government offices like that of the national IT Task Force and State Government IT policies resulted in paradigm shift in e-governance policies towards using of IT for a wider series of sectoral applications reaching out to a large number of citizens in rural as well as urban areas.

The third phase of digitalization was brought into full swing by the BJP lead NDA government headed by the reigning prime minister of India, Mr. Narendra Modi. In his tenure from 2014 he has brought many digitalization initiatives like

- RuPay (for digital payments)
- BHIM (BHIM is a UPI-based payment interface that allows real-time fund transfer using a single identity, typically a mobile number or a name.)
- E-Seva amenities

More recently the introduction of GST and its payments through online gateways have made impactful changes in E-governance under Prime Minister Narendra Modi. For example: E-Transit, E-Trip-sheet, E-procurement, E-Tax declaration and E-Tenders.

Research Objective

1. Measuring the awareness level of e-governance among the SIDCUL (state infrastructure and industrial development corporation of Uttarakhand) consumer base
2. Measuring the impact analysis and the change of usage of e-governance facilities between 2014-15 vs. 2017-18

Research Design

- **Respondent's profile:** The respondents age ranged from 30 to 50 years with an average mean age of 45.3 yrs. Most of the respondents were either industry owners or the HR and Operational managers who were responsible for filling various taxes to the government. 73% of the respondents were male and 27% were females. The basic education of most of these respondents was graduates.
- **Data Collection:** The primary sample data was collected through SIDCUL industrial area consumer base. The number of respondents from whom data was collected in 2014-15 was 22 and in 2017-18 were 24
- **Methodology:** - A questionnaire was adapted and developed for this research from the UN questionnaire for e-governance (UN Report 2010-11) for both the time frame 2014-15 and 2017-18. Then a sample base was floated with 10 respondents and they were asked on the questions. Minor changes of the questionnaire were made as per the inputs of the respondents. The questionnaire was finally floated with 35 respondents and a final selection of 22 and 24 response sheets were taken for evaluation as 13 and 11 questionnaire came partially filled for the period 2014-15 and 2017-18

Interpretation

E governance awareness was checked for the period of 2015-15 vs 2017-18

45% respondents were unaware of digital initiatives in 2014, which was reduced to 18% under the reign of Modi between 2014-2017. Table 1 shows , 45% respondents were unaware of E-governance initiatives in 2014 which was reduced to 18% in 2017

The source of awareness was checked through neighboring industries newspapers Govt. websites. etc interestingly the awareness from Govt website declined to half in 36.4 in 2014-15 to 16.7 in 2017-18 (refer table-2) whereas awareness as doubled through newspaper television, neighboring industries (refer table -3) only 9.1% of the respondents their level of awareness to be very high (most) for the period 2014-15 as compared to period 2017-18 quadrupled to 37.5%. (refer table-3)

Table 1: Awareness of E - Governance Initiatives in Months (2014-15)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	10	45.5	45.5
	12	3	13.6	59.1
	24	3	13.6	72.7
	36	2	9.1	81.8
	40	1	4.5	86.4
	60	2	9.1	95.5
	65	1	4.5	100.0
	Total	22	100.0	100.0

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	4	16.7	18.2
	12	3	12.5	31.8
	24	2	8.3	40.9
	36	2	8.3	50.0
	40	1	4.2	54.5
	48	1	4.2	59.1
	60	4	16.7	77.3
	65	1	4.2	81.8
Missing	84	3	12.5	95.5
	156	1	4.2	100.0
	Total	22	91.7	100.0
System	2	8.3		
Total	24	100.0		

Table 2 : Source of Awareness (2014-15)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	8	36.4	36.4
	2014-15 news paper	2	9.1	45.5
	Neighbour Industries	1	4.5	50.0
	Govt. Website	8	36.4	86.4
	Others	3	13.6	100.0
	Total	22	100.0	100.0

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	5	20.8	20.8
	2017-18spaper	3	12.5	33.3
	Television	5	20.8	54.2
	Neighbour			
	Industries	3	12.5	36.7
	Govt Website	4	16.7	83.3
	Others	4	16.7	100.0
Total		24	100.0	100.0

Industries in Neighbourhood are aware of e-governance (2017-18)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	5	20.8	20.8
	Very Few	1	4.2	25.0
	Few	3	12.5	37.5
	Some	2	8.3	45.8
	Most	9	37.5	83.3
	All	4	16.7	100.0
	Total	24	100.0	100.0

Table 3: Industries in Neighbourhood are aware of e-governance (2014-15)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	8	36.4	36.4
	Very Few	1	4.5	40.9
	Few	3	13.6	54.5
	Some	3	13.6	68.2
	Most	2	9.1	77.3
	All	5	22.7	100.0
	Total	22	100.0	100.0

To study the impact of e-governance between the period 2015-15 vs 2017-18

To study the impact of e-governance between the period 2015-15 vs 2017-18 various factors like submitting electricity bills, to applying for provident fund the electronic way was considered. Even the wage loss due submission of online forms were taken into consideration (refer appendix)

But the impact of e-governance is reported on the major parameters of frequency of availing services, e-tax declaration and e-transit pass etc.

(Refer tb-4) for the frequency of availing e governance for both the periods. In the period 2014-15 4 11 o respondents availed e-governance AS compared to 22 respondents in 2017-18 which has almost doubled from the last period

Table 4: Frequency of availing E governance Services (2014-15)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Once a week	11	50.0	50.0	50.0
	Once a Month	1	50.0	4.5	100.0
	Total	22	100.0	100.0	

Frequency of availing E governance Services (2017-18)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Once a week	22	91.6	91.6	91.6
	Once a Month	2	8.3	8.3	100.0
	Total	24			
		100.0			

(Refer tb-5) where the awareness of e-governance available in context to industrial respondents who could not recall about e governance was 93.3% in 2014-15 whereas it fell to 83.3% which shows good impact on e-governance.

Table 5 Cannot Recall(2014-15)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NO	14	93.3	100.0	100.0
Missing	System	1	6.7		
Total		15	100.0		
Cannot Recall(2017-18)					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NO	20	83.3	100.0	100.0
Missing	System	4	16.7		
Total		24	100.0		

Table 6 : Awareness of e-governance Services Available in context to industry (2014-15)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NO	14	93.3	100.0	100.0
Missing	System	1	6.7		
Total		15	100.0		
Awareness of e-governance Services Available in context to industry(2017-18)					

Table 7 Application form for trasnsfer of industrial plots (2014-15)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NO	14	93.3	100.0	100.0
Missing	System	1	6.7		
Total		15	100.0		
Application form for transfer of industrial plots(2017-18)					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NO	20	83.3	100.0	100.0

Missing	System	4	16.7		
Total		24	100.0		

(Refer table 8) Use online commercial tax payment in 2014 was 66.7% which reduced to 33.3% in 2017 this was because in 2017 GST was implemented which resulted use of online commercial tax system annually.

Table 8 : Online Commercial Tax payment

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NO	4	26.7	28.6	28.6
	YES	10	66.7	71.4	100.0
	Total	14	93.3	100.0	
Missing	System	1	6.7		
Total		15	100.0		

Online Commercial Tax payment					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NO	12	50.0	60.0	60.0
	YES	8	33.3	40.0	100.0
	Total	20	83.3	100.0	
Missing	System	4	16.7		
Total		24	100.0		

(Refer table 9) use of e transit pass was 80% in 2014 which reduced to 37.5% in 2017 because after introduction of GST G-WAY transit was introduced which required only annual payment of transit fee for transporting goods across the country, irrespective of state.

Table 9 : e-Transit Pass

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NO	2	13.3	14.3	14.3
	YES	12	80.0	85.7	100.0
	Total	14	93.3	100.0	
Missing	System	1	6.7		
Total		15	100.0		

e-Transit Pass					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NO	11	45.8	55.0	55.0
	YES	9	37.5	45.0	100.0
	Total	20	83.3	100.0	
Missing	System	4	16.7		
Total		24	100.0		

Refer table 10

Use of E-tax declaration was 80% in 2014 which reduced to 37.5% in 2017 because GST was in the incubation stage and the “MITRAS” assistance where found to be insufficient due to which many failed to understand and declare e-taxation.

Table 10 : e-Tax Declaration

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NO	2	13.3	14.3	14.3
	YES	12	80.0	85.7	100.0
	Total	14	93.3	100.0	
Missing	System	1	6.7		
Total		15	100.0		

e-Tax Declaration

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NO	11	45.8	55.0	55.0
	YES	9	37.5	45.0	100.0
	Total	20	83.3	100.0	
Missing	System	4	16.7		
Total		24	100.0		

Refer table 11

Availing of E-tenders was 13.3% in the year 2014 which reduced to 8.3% in the year 2017 because GST rate slabs of some items where priced high during incubation stage which made people reluctant to apply for e tender at prescribed rate.

Table 11 : e-Tenders

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NO	12	80.0	85.7	85.7
	YES	2	13.3	14.3	100.0
	Total	14	93.3	100.0	
Missing	System	1	6.7		
Total		15	100.0		
e-Tenders					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NO	18	75.0	90.0	90.0
	YES	2	8.3	10.0	100.0
	Total	20	83.3	100.0	
Missing	System	4	16.7		
Total		24	100.0		

Refer table 12

In the year 2014 people who didn't avail e-procurement system was 86.7% which declined to 83.3% in the year 2017 as GST was in the incubation stage

Table 12 : e-Procurement (2014-15)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NO	13	86.7	92.9	92.9
	YES	1	6.7	7.1	100.0
	Total	14	93.3	100.0	
Missing	System	1	6.7		
Total		15	100.0		
e-Procurement (2017-18)					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NO	20	83.3	100.0	100.0
Missing	System	4	16.7		
Total		24	100.0		

Refer table 13

Table 13 : Online Uttarakhand Government Orders & Disclosers (2014-15)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NO	11	73.3	78.6	78.6
	YES	3	20.0	21.4	100.0
	Total	14	93.3	100.0	
Missing	System	1	6.7		
Total		15	100.0		

Online Uttarakhand Government Orders & Disclosers (2016-17)

Online Uttarakhand Government Orders & Disclosers (2016-17)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NO	17	70.8	85.0	85.0
	YES	3	12.5	15.0	100.0
	Total	20	83.3	100.0	
Missing	System	4	16.7		
Total		24	100.0		

The percentage of usage of Uttarakhand government orders & disclose was 20%, 2014 which reduced to 12.5% in the year 2017 because state government introduced single window system which reduced the number of different govt notifications resulting in hassle free system in accessing information.

Refer table 14

The percentage of people who availed e-seva for provident fund was 73.3% in 2014-15 which reduced to 41.7% in the year 2017-18

Table 14 : Provident Fund (2014-15)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NO	3	20.0	21.4	21.4
	YES	11	73.3	78.6	100.0
	Total	14	93.3	100.0	
Missing	System	1	6.7		
Total		15	100.0		

Provident Fund (2016-17)					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NO	10	41.7	50.0	50.0
	YES	10	41.7	50.0	100.0
	Total	20	83.3	100.0	
Missing	System	4	16.7		
Total		24	100.0		

Conclusion

- Though the digital initiative started in 3 phases in 60's , 90's and in 2014, the major upheaval in rolling the intiaitive to all major sectors and demographic profiles was seen between the period of 2015 onwards. Hence the research points outs through its various tables in the form of inputs on how the awareness and impact for e-governance system has gone up in the recent past.
- India being an emerging economy with huge population and high literacy rates, e-governance will only reduce the middle man between the government and its citizens
- Introduction of GST has has brought India to limelight which is now 'one nation one tax' system.

Limitation

The sample size was small and limited to an area of SIDCUL Dehadun employees and industrialist. It needs to be a larger sample and more SIDCUL's in Uttrakhand can be considered to study the generalized impact in Uttrakhand.